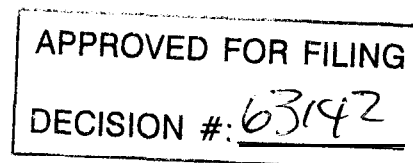


LOCAL EXCHANGE SERVICE

ARIZONA LOCAL TELECOMMUNICATIONS TARIFF
OF
ERNEST COMMUNICATIONS, INC.

This tariff, filed with the
Arizona Corporation Commission,
contains the rates, terms, and conditions applicable to
Local Exchange Service within the State of Arizona
offered by Ernest Communications, Inc.
This tariff may be viewed at the Company's principal address.



Issued: April 28, 2000

Effective: 11-16-00

Joseph J. Ernest, Chief Executive Officer
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LOCAL EXCHANGE SERVICE

CHECK SHEET

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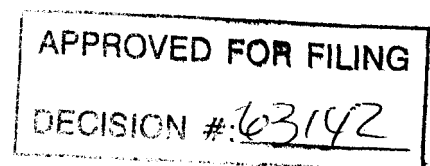
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LOCAL EXCHANGE SERVICE

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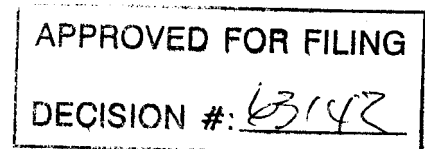
APPLICATION OF TARIFF

This tariff contains the regulations, services and rates applicable to the provision of local exchange telecommunications service by Ernest Communications, Inc. within the State of Arizona. This tariff is on file with the Arizona Corporation Commission and may be viewed during normal business hours at the Company's principal address.

SYMBOLS

When changes are made in any tariff page, a revised page will be listed canceling the tariff page affected. Changes will be identified on the revised page (s) through the use of the following symbols:

- (C) To signify changed regulation
- (D) To signify discontinued rate or regulation
- (I) To signify increased rate
- (M) To signify **material** moved from one page to another without change
- (N) To signify new rate, text or regulation
- (R) To signify reduced rate
- (T) To signify a change in text, but no change in rate or regulation

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LOCAL EXCHANGE SERVICE

1. DEFINITIONS**Access Line**

An arrangement which connects the Customer's location to a Company switching center or point of presence.

Authorized User

A person, firm, corporation, or any other entity authorized by the Customer to communicate utilizing the Company's service.

Carrier or Company

Whenever used in this tariff, "Carrier", or "Company", refers to Ernest Communications, Inc. unless otherwise specified or clearly indicated by the contract.

Commission or Corporation Commission

The Arizona Corporation Commission

Customer

The person, **firm**, corporation, or other entity which orders, cancels, amends or uses service and is responsible for payment of charges and compliance with the Company's tariff.

Exchange Access Line

The serving central office line equipment and all Company plant facilities up to and including the Company-provided Standard Network Interface. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for message toll service and for local calling appropriate to the tariffed use offering selected by the Customer.

ILEC

The Incumbent Local Exchange Company

LEC

Local Exchange Company

Local Exchange Services

Telecommunications services furnished for use by end-users in placing and receiving local telephone calls within local calling areas.

Operator Station Call

A call in which the originating end user requests the assistance of a Company operator to place or bill the call. Calls billed as Collect, Billed to Third Number, or Operator Assisted Calling Card Calls are classified as Operator Station calls unless the call is placed on a Person-to-Person basis. Calls may be dialed with or without **the** assistance of a Company operator.

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LOCAL EXCHANGE SERVICE

1. DEFINITIONS

Person-to-Person Call

An operator-assisted call in which the originating end user specifies a particular person to be reached, or a particular station, room number, department, or office to be reached through a PBX attendant. Charges may be billed to the called party, a third number, a credit card, or to a calling card.

Resold Local Exchange Service

A service composed of the resale of exchange access lines and local calling provided by other authorized Local Exchange Carriers, in combination with Company-provided usage services, miscellaneous services or interstate and international services.

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LOCAL EXCHANGE SERVICE

2. RULES AND REGULATIONS

2.1 Undertaking of the Company

The services offered pursuant to this Tariff are furnished for Local Exchange Service among specified points within a Local Calling Area. The Company may offer these services over its own or resold facilities. The Company's services and facilities are provided on a monthly basis unless otherwise indicated, and are available twenty-four hours per day, seven days per week.

The Company installs, operates, and maintains the communications services provided hereunder in accordance with the terms and conditions set forth under this tariff. The Company may act as the Customer's agent for ordering access connection facilities provided by other carriers or entities as required in the Commission's rules and orders, when authorized by the Customer, to allow connection of a Customer's location to the Company's network. The Customer shall be responsible for all charges due for such service arrangement as listed in Section 4 as well as any pass through charges billed by other carriers or entities.

2.2 Limitations

2.2.1 Service is offered subject to the availability of the necessary facilities and equipment, and subject to the provisions of this tariff.

2.2.2 The Company reserves the right to discontinue or limit service when necessitated by conditions beyond its control, or when the Customer is using service in violation of provisions of this tariff, or in violation of the law.

2.2.3 The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.

2.2.4 All facilities provided under this tariff are directly controlled by The Company, and the Customer may not transfer or assign the use of service or facilities without the express written consent of the Company. Such transfer or assignment shall only apply where there is no interruption of the use or location of the service or facilities.

2.2.5 Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this tariff shall apply to all such permitted assignees or transferees, as well as all conditions of service.

2.3 Use of Service

Services provided under this tariff may be used for any lawful purposes for which the service is technically suited.

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LOCAL EXCHANGE SERVICE

2. RULES AND REGULATIONS

2.4 Liability of the Company

- 2.4.1 The Company's liability for damages arising out of mistakes, interruptions, omissions, delays, errors, or defects in transmission which occur in the course of furnishing service or facilities, in no event shall exceed an amount equivalent to the proportionate charge to the Customer for the period during which the faults in transmission occur.
- 2.4.2 The Company shall not be liable for claim or loss, expense or damage (**including** indirect, special or consequential damage), for any interruption, delay, error, omission, or defect in any service, facility, or transmission provided under this tariff, if caused by any person or entity other than the Company, by any malfunction of any service or facility provided by any other carrier, by an act of God, fire, war, civil disturbance, or act of government, or by any other cause beyond the Company's direct control.
- 2.4.3 The Company shall not be liable for, and shall be fully indemnified and held harmless by the Customer against any claim or loss, expense, or damage (including indirect, special or consequential damage) for defamation, libel, slander, invasion, infringement of copy-right or patent, unauthorized use of any trademark, trade name, or service mark, unfair competition, interference with or misappropriation or violation of any contract, proprietary or creative right, or any other injury to any person, property or entity arising out of the material, data, information, or other content revealed to, transmitted, or used by the Company under this tariff; or for any act or omission of the Customer; or for any personal injury or death of any person caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use or removal of equipment or wiring provided by the Company, if not directly caused by negligence of the Company.
- 2.4.4 No agent or employee of any other carrier shall be deemed to be an agent or employee of the Company.
- 2.4.5 The Company shall not be liable for any defacement of or damages to the premises of a Customer resulting **from** the furnishing of service which is not the direct result of the Company's gross negligence.

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LOCAL EXCHANGE SERVICE

2. RULES AND REGULATIONS

2.5 Deposits

2.5.1 The Company may require at any time from an applicant or subscriber a cash deposit intended to guarantee payment of the current bills for telephone service. The deposit shall not exceed two and one-half times the actual or estimated monthly rates and charges for the service.

2.5.2 The fact that a deposit has been made in no way relieves the applicant or subscriber from complying with the Company's regulations as to advance payments and the prompt payment of bills upon presentation by the Company, and providing for the discontinuance of service for nonpayment of any sum due the Company for telephone service.

2.6 Advance Payments

2.6.1 Recurring Charges

For Customers **from** whom the Company feels an advance payment is necessary, the Company reserves the right to collect an amount not to exceed one month's estimated charges as an advance payment for service. This will be applied against the next month's charges and a new advance payment may be collected for the next month

2.6.1 Nonrecurring Charges

The Company reserves the right to require pre-payment of nonrecurring charges in such amount as may be deemed necessary by the Company. In addition, where special construction is involved, advance payment of the quoted construction charges may be required at the time of application for service.

2.7 Taxes

All state and local taxes (including but not limited to franchise fees, excise tax, sales tax, municipal utilities tax) are listed as separate line items and are not included in the quoted rates.

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LOCAL EXCHANGE SERVICE

2. RULES AND REGULATIONS

2.8 Equipment

- 2.8.1 The Company's facilities and service may be used with or terminated in Customer-provided terminal equipment or Customer-provided communications systems. Such terminal equipment shall be furnished and maintained at the expense of the Customer, except as otherwise provided. The Customer is responsible for all costs at his or her premises, including, wiring, electrical power, and the like, incurred in the use of the Company's service. The Customer is responsible for ensuring that Customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities.
- 2.8.2 The Company shall use reasonable efforts to maintain facilities and equipment that it furnishes to the Customer. The Customer may not, nor may the Customer permit others, to disconnect, rearrange, remove, attempt to repair or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.
- 2.8.3 Equipment the Company provides or installs at the Customer's premises for use in connection with services the Company offers shall not be used for any purpose other than that for which the Company provided it.
- 2.8.4 The Customer shall be responsible for payment of service charges, as set forth herein, for visits by the Company's agents or employees to the premises of the Customer when the service difficulty or trouble report results **from** the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.
- 2.8.5 The Company shall not be responsible for the installation, operation or maintenance of any Customer-provided equipment. Where such equipment is **connected** to the facilities furnished pursuant to this tariff, the responsibility of the Company shall be limited to the furnishing of facilities offered under this tariff and to the maintenance and operation of such facilities. Subject to this responsibility, the Company shall not be responsible for the transmission of signals by Customer-provided equipment or for the quality of, or defects in, such transmission; or the reception of signals by Customer-provided equipment.
- 2.8.6 Upon reasonable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Customer is complying with the requirements set forth in the section for the installation, operation and maintenance of Customer-provided facilities, equipment and wiring in the connection of such facilities and equipment to Company-provided facilities and equipment.
- 2.8.7 Title to all facilities provided by the Company under this tariff shall remain in the Company's name or in the name of the carrier supplying the services and facilities being resold.

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LOCAL EXCHANGE SERVICE

2. RULES AND REGULATIONS

2.9 Payment for Service

The Customer is responsible for payment of all charges for services and equipment **furnished** to the Customer or to an authorized user of the Customer by the Company. All charges due by the Customer are payable to the Company or to any agency duly authorized to receive such payments. Terms of payment shall be according to the rules and regulations of the agency and subject to the rules of regulatory agencies, such as the Commission.

The Company's billing invoices will be considered correct and binding upon the Customer if no written notice is received from the Customer within thirty (30) days of the date of the invoice. Adjustments to Customer's bills shall be made to the extent circumstances exist which reasonably indicate that such changes are appropriate.

Upon receipt of a billing inquiry, charges involved in the disputed element(s) of the invoice will be temporarily suspended pending resolution of the dispute. The Customer, however, remains responsible for the timely payment of the non-disputed elements of the invoice.

If the Customer is not satisfied with the Company's response to an inquiry or request for credit, he or she may appeal to the Commission for final resolution.

When service is established, the initial charge for local service for the fractional part of the current billing month will be a pro rata share of the monthly charge.

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LOCAL EXCHANGE SERVICE

2. RULES AND REGULATIONS**2.10 Cancellation by Customer**

Pending proper identification, the Customer may cancel service by providing notice to the Company.

2.11 Interconnection

Service furnished by the Company may be connected with the services or facilities of other carriers or enhanced service providers. The Customer is responsible for all charges billed by these entities for use in connection with the Company's service. Any special interface equipment or facilities necessary to achieve compatibility between these entities is the responsibility of the Customer. Neither the Company nor any connecting carrier participating in a service shall be liable for any act or omission of any other Company or companies **furnishing** a portion of such service.

2.12 Refusal or Discontinuance by the Company

The Company may refuse or discontinue service under the following conditions provided that, unless otherwise stated, the Customer shall be given seven (7) days written notice to comply with any rule or remedy any deficiency:

2.12.1 For non-compliance with or violation of any state, municipal, or federal law, ordinance or regulation pertaining to telephone service.

2.12.2 For use of telephone service for any property or purpose than that described in the application.

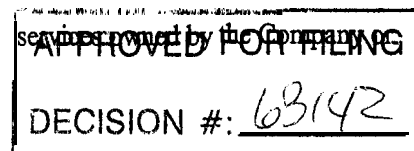
2.12.3 For neglect or refusal to provide reasonable access to the Company or its agents for the purpose of inspection and maintenance of equipment owned by the Company or its agents.

2.12.4 For noncompliance with or violation of Commission regulation or the Company's rules and regulations on file with the Commission, provided seven days written notice is given before termination.

2.12.5 For nonpayment of bills, including bills for any of the Company's other communication services, provided that suspension or termination of service shall not be made without seven days written notice to the Customer, except in extreme cases. However, residential basic local service shall not be disconnected for nonpayment for at least 30 days from the date of the bill, and the Company has given the Customer a written notice of the proposed disconnection at least seven days before the date of disconnection.

2.12.6 Without notice in the event of Customer or authorized user use of equipment in such a manner as to adversely affect the Company's equipment or service to others.

2.12.7 Without notice in the event of tampering with the equipment or its agents.



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LOCAL EXCHANGE SERVICE

2. RULES AND REGULATIONS

2.12 Refusal or Discontinuance by the Company (Cont'd)

2.12.8 Without notice in the event of unauthorized or fraudulent use of service. Whenever service is discontinued for **fraudulent** use of service, the Company may, before restoring service, require the Customer to make, at his or her own expense, all changes in facilities or equipment necessary to eliminate illegal use and to pay an amount reasonably estimated as the loss in revenues resulting from such **fraudulent** use.

2.12.9 Without notice by reason of any order or decision of a court or other government authority having jurisdiction which prohibits Company from furnishing such services.

2.13 Inspection, Testing, and Adjustment

Upon reasonable notice, the facilities provided by the Company shall be made available to the Company for tests and adjustments as may be deemed necessary by the Company for maintenance. No interruption allowance will be granted for the time during which such tests and adjustments are made.

2.14 Tests, Pilots, Promotional Campaigns and Contests

The Company may conduct special tests or pilot programs and promotions at its discretion to demonstrate the ease of use, quality of service and to promote the sale of its services. The Company may also waive a portion of all processing fees or installation fees by winners of contests and other occasional promotional events sponsored or endorsed by the Company. From time to time, the Company may waive all processing fees for a Customer. The Company will notify the Commission regarding specific promotions and contests.

2.15 Interruption of Service

Credit allowances for interruptions of service which are not due to the Company's testing or adjusting, to the negligence of the Customer, or to the failure of channels, equipment or communications systems provided by the Customer, are subject to the general liability provisions set forth in this tariff. It shall be the obligation of the Customer to notify the Company immediately of any interruption in service for which a credit allowance is desired by the Customer. Before giving such notice, the Customer shall ascertain that the trouble is not within his or her control, or is not in wiring or equipment, if any, furnished by the Customer and connected to Company's terminal. Interruptions caused by Customer-provided or **Company**-provided automatic dialing equipment are not deemed an interruption of service as defined herein since the Customer has the option of using the long distance network via local exchange Company access.

2.16 Cost of Collection and Repair

The Customer is responsible for any and all costs incurred in the collection of moneys due the Carrier including legal and accounting expenses. The Customer is also responsible for recovery costs of **Carrier**-provided equipment and any expenses required for repair or replacement of ~~damaged equipment~~.

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LOCAL EXCHANGE SERVICE

2. RULES AND REGULATIONS

2.17 Returned Check Charges

The Customer will be assessed a fee of \$20.00 for each check, draft, or electronic funds transfer submitted by the Customer to the Company which a financial institution refuses to honor.

2.18 Service Implementation

Absent a promotional offering, service implementation charges will apply per service order to a new service order or to orders to change existing service for the business services listed in Section 3.

2.19 Reconnection Charge

A reconnection fee per occurrence, may be charged when service is re-established for Customers who have been disconnected for non-payment, and is payable at the time that the restoration of suspended service and facilities is arranged. If a Customer premises visit is required, an additional fee may be charged.

2.20 Late Payment Charges

A late payment charge of 1.5% of unpaid balance may be charged per month.

2.21 Operator Service Rules

The Company will enforce the operator service rules specified by the Commission and the FCC.

2.22 Access to Telephone Relay Services

Where required by the Commission, the Company will participate in telephone relay services for handicapped and/or hearing-impaired end users, and will comply with all regulations and requirements. The Company shall impose any monthly surcharge or any other related charge upon its local exchange telecommunications Customers as may be required by state law.

2.23 Access to Carrier of Choice

End users of the Company's local service shall have the right to select the interexchange telecommunications service provider (IXC) of their choice. The IXC should request confirmations or verifications of choice from its Customers no later than the date of submission of its first bill to the Customer. IXCs should maintain signed letters of agency or confirmations of choices on file for use in dispute resolution.

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LOCAL EXCHANGE SERVICE

2. RULES AND REGULATIONS**2.24 Special Construction**

Subject to the agreement of the Company and to all of the regulations contained in this tariff, special construction of facilities may be undertaken on a reasonable efforts basis at the request of the Customer. Special construction is construction undertaken:

1. where facilities are not presently available, and there is no other requirement for the facilities so constructed;
2. of a type other than that which the Company would "normally" utilize in the **furnishing** of its services;
3. over a route other than that which the Company would normally utilize in the furnishing of its services;
4. in a quantity greater than that which the Company would normally construct;
5. on an expedited basis;
6. on a temporary basis until permanent facilities are available;
7. involving abnormal costs; or
8. in advance of its **normal** construction.

The Customer will be charged for the special construction based upon engineering, labor and cost of materials. An estimate will be provided to the Customer before any construction is undertaken.

2.25 Special Promotions

The Company may **from** time to time engage in special promotional trial service offerings of limited duration designed to attract new subscribers or to increase subscriber awareness of a particular tariff offering. Requests for promotional offerings will be presented to the Commission for its review in accordance with rules and regulations established by the Commission.

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LOCAL EXCHANGE SERVICE

3. DESCRIPTION OF SERVICE

3.1 Local Service Areas

The Company will provide Local Exchange Service within the state of Arizona and will concur in the local calling areas filed by the incumbent Local Exchange Company for the geographic area being served. The provision of service will be subject to the availability of appropriate facilities and local telecommunications service in the exchange service area.

3.2 Local Exchange Service

3.2.1 Business Local Access Line

A. General

A Business Local Access Line provides the Customer with a single, voice-grade communications channel and access to the public switched network. Each Business line will include a telephone number and Touch-Tone signaling. Monthly recurring charges for local access lines are as specified in Section 4.1.1, following. In addition, any and all appropriate Service Charges as prescribed in Section 4.10 will apply.

B. Rates

Per Line

Maximum
Monthly
Rate

\$60.00

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LOCAL EXCHANGE SERVICE

3. DESCRIPTION OF SERVICE

3.2 Local Exchange Service (Cont'd)

3.2.2 Optional Features

A. Description

Optional Features are available with Local Exchange Service for a monthly fee as specified in Section 4.1. These options are telephone service arrangements that may be provided only from central offices equipped to provide one or more of the following custom calling features:

1. Anonymous Call Rejection - An arrangement that allows a called party to block calls from parties that have marked their calls "private". Customers may activate or deactivate this arrangement by dialing a preassigned activation code.
2. Automatic Busy Redial - An arrangement that permits the Customer to redial automatically the last number dialed. If the called line is busy, a **30-minute** queuing process begins. The Customer is then given an indication that the network will attempt to set up the call when the called line is idle. This feature is available on a monthly subscription or pay-per-call basis.
3. Automatic Call Return - Enables a Customer to automatically return the last incoming call. To return the call, the Customer dials a preset code and the number is dialed automatically. If the called line is busy, a **30-minute** queuing process begins. The Customer is then given an indication that the network will attempt to set up the call when the called line is idle. This feature is available on a monthly subscription or pay-per-call basis.
4. Call Block - Enables the Customer to block calls ~~from~~ pre-selected telephone numbers ~~and/or~~ the last incoming call without knowing the number. To block specific telephone numbers, the Customer may build a screening list. To block an unknown number after receiving a call, the Customer enters a code to add the number to the screening list. Callers whose telephone numbers are blocked will be directed to a recorded announcement.
5. Call Forwarding - Permits a Customer to transfer all incoming calls to another telephone number. The Customer pre-selects a second telephone number to which all incoming calls are to be transferred automatically. Calls may be transferred to a long distance message telecommunications point subject to the availability of the necessary facilities in the central office ~~from~~ which the calls are to be transferred.

Call Forwarding shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part, of message toll charges that would regularly be applicable between the access line originating the call and the access line to which the call is transferred. Customers utilizing Call Forwarding service are responsible for the payment of charges for each toll call between the access line and the distant access line to which the call was transferred.

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LOCAL EXCHANGE SERVICE

3. DESCRIPTION OF SERVICE

3.2 Local Exchange Service (Cont'd)

3.2.2 Optional Features (Cont'd)

A. Description (Cont'd)

6. Call Forwarding-Busy Line - Allows incoming calls that encounter a busy condition to be forwarded to a pre-designated telephone number. Customers utilizing Call Forwarding-Busy Line are responsible for the payment of charges for each toll call between the access line and the distant access line to which the call was transferred.
7. Call Forwarding-No Answer - Allows incoming calls that are not answered after a pre-determined number of rings to be automatically forwarded to a pre-designated telephone number. Customers utilizing Call Forwarding-No Answer are responsible for the payment of charges for each toll call between the access line and the distant access line to which the call was transferred.
8. Call Forwarding-Remote Access - Permits the Customer who also subscribes to Call Forwarding with the ability to activate, deactivate or change Call Forwarding from a remote location.
9. Call Forwarding-Selective - Provides the Customer with the ability to forward incoming calls from pre-selected telephone numbers to another telephone number. Customers utilizing Selective Call Forwarding are responsible for the payment of charges for each toll call between the access line and the distant access line to which the call was transferred. Calls from numbers not pre-selected to be forwarded will receive standard call completion.
10. Call Trace - Enables the Customer to initiate a trace of the last completed incoming call by dialing an activation code before receiving another call. The Company will provide results of the traced call only to law enforcement authorities upon proper request.
11. Call Waiting - By means of a tone signal, a Customer who is using his telephone is alerted when another caller is trying to reach that telephone number. This service permits putting the first call on hold so that a second call can be answered.
12. Cancel Call Waiting - This feature allows a Customer with the Call Waiting feature to cancel the operation of Call Waiting for one call. The Customer dials the Cancel Call Waiting code and dial tone is heard. Without hanging up, the Customer then places the call. During this call only, the Call Waiting feature is inactive. Call Waiting tones will not interrupt this call.
13. Caller ID - This feature delivers calling party information to parties being called. Caller ID will indicate the directory number of the calling party or may indicate that the number of the calling party is private or unavailable.

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LOCAL EXCHANGE SERVICE

3. DESCRIPTION OF SERVICE

3.2 Local Exchange Service (Cont'd)

3.2.2 Optional Features (Cont'd)

A. Description (Cont'd)

14. Caller ID with Name and Number - This feature delivers calling party information to parties being called. Calling name delivery will indicate **the** name and number of the calling party or may indicate that the name of the calling party is private or unavailable.
15. Caller ID Block - Allows a Customer to make all calls with the delivery of the calling number identification marked as "private" to all outgoing calls placed over the specified line. This feature will be offered at no charge.
16. Priority Call - Provides the Customer with a distinctive ring or tone when the Customer is called from pre-selected telephone numbers. The Customer can construct or modify a telephone number screening list. The Company's equipment will screen incoming calls against the Customer's list and provide the distinctive ring for telephone numbers on the list.
17. Speed Calling - Enables a Customer to place calls to other telephone numbers by dialing a one or two digit code rather than the complete telephone number. A Customer may subscribe to either the **8-code** capacity or 30-code capacity on their line.
18. Three Way Calling - Enables a Customer to add a third party on an existing call without operator assistance, thereby establishing a three-way conversation. The transmission quality may vary depending on the distance and routing necessary and may not necessarily meet normal standards. This feature is available on a monthly subscription or pay-per-call basis.
19. Toll Restriction - Restricts associated line **from** reaching dialing codes required to access long distance carrier networks to place long **distance** calls.

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LOCAL EXCHANGE SERVICE

3. DESCRIPTION OF SERVICE

3.2 Local Exchange Service (Cont'd)

3.2.2 Optional Features (Cont'd)

B. Monthly Rates	Maximum <u>Monthly Rate</u>
1. Anonymous Call Rejection	\$10.00
2. Automatic Busy Redial	\$10.00
3. Automatic Call Return	\$10.00
4. Call Block	\$10.00
5. Call Forwarding	\$16.00
6. Call Forwarding-Busy Line	\$10.00
7. Call Forwarding-No Answer	\$10.00
8. Call Forwarding-Busy/No Answer	\$10.00
9. Call Forwarding-Remote Access	\$15.00
10. Call Forwarding-Selective	\$10.00
11. Call Waiting	\$15.00
12. Caller ID	\$ 1 5 . 0 0
13. Caller ID with Name & Number	\$15.00
14. Caller ID Block	N/C
15. Priority Call	\$10.00
16. Speed Calling (8-Code)	\$8.00
17. Speed Calling (30-Code)	\$10.00
18. Three-Way Calling	\$10.00
19. Toll Restriction	\$10.00
C. Per Call Features	Maximum <u>Charge per Use</u>
1. Automatic Busy Redial	\$2.00
2. Automatic Call Return	\$2.00
3. Three-Way Calling	\$3.00
D. Call Trace, per Activation	\$10.00

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LOCAL EXCHANGE SERVICE

3. DESCRIPTION OF SERVICE

3.2 Local Exchange Service (Cont'd)

3.2.3 The Total Works Package

The Customer may subscribe to the Total Works Package and receive the following features for a discounted price as specified in Section 4.1.3, following: Automatic Busy Redial, Automatic Call Return, Call Block, Call Forwarding, Call Forwarding-Remote Access, Call Forwarding-Selective, Call Waiting, Caller ID with Name and Number, Priority Call, Speed Calling 8, and Three-Way Calling.

	Maximum Rate <u>per Month</u>
Rate per access line	\$50.00

3.2.4 **Nonrecurring Charge**

A nonrecurring charge as specified in Section 4.1.4 will apply per line per Customer request to establish or change one or more features.

	Maximum <u>Charge</u>
Charge for addition or change, per line per order	\$20.00

3.3 Operator Assisted Service

3.3.1 General

Customers may obtain the assistance of a local operator, either live or automated, to complete local exchange telephone calls. Various billing arrangements are available with the Company's Operator Assisted Service including Calling Card, Operator Station (Collect, Billed to Third Party, other Operator Assisted) and Person-to-Person. Collect calls to coin telephones and transfers of charges to third telephones, which are coin telephones, will not be accepted. A service charge applies to calls placed with the assistance of an operator, as specified in Section 4.2, following.

	Maximum Rate <u>Per Call</u>
3.3.2 Rates	
A. Calling Card	
1. Automated	\$2.00
2. Non-Automated	\$2.50
B. Operator Station	\$4.00
C. Person-to-Person	\$5.00

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LOCAL EXCHANGE SERVICE

3. DESCRIPTION OF SERVICE

3.4 Busy Line Verification and Interrupt Service

3.4.1 General

Upon request of a calling party, the Company will verify a busy condition on a called line. The operator will determine whether the line is clear or in use and report its status to the calling party. The operator will interrupt the call on the called line only if the calling party indicates an emergency and requests interruption.

Busy Line Verification and Interrupt Service is furnished where and to the extent that facilities permit. The Customer shall indemnify and hold the Company harmless against all claims that may arise from either party to the interrupted call or any person.

A charge as specified in Section 4.3, following, will apply under the following circumstances: (1) the operator verifies that the line is busy with a call in progress, (2) the operator verifies that the line is available for incoming calls, or (3) the operator verifies that the called number is busy with a call in progress and the Customer requests interruption. If the Customer requests interruption the operator will interrupt the call, advising the called party of the name of the calling party. No charge will apply when the calling party advises that the call is to or ~~from~~ an official public emergency agency.

3.4.2 Rates

Maximum Rate

Per 11

A. Busy Line Verification, each request	\$6.00
B. Busy Line Interruption, each request	\$6.00

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LOCAL EXCHANGE SERVICE

3. DESCRIPTION OF SERVICE

3.5 Directory Assistance Service

3.5.1 General

Directory Assistance Service is furnished upon Customer request for assistance in determining telephone numbers. Customers will be charged for all requests including requests for listings that are not available or not found.

The Directory Assistance charge, as found in Section 4.4, applies on a per call basis, **with** a maximum of two requested telephone numbers allowed per call. A Directory Assistance call charged to a calling card or to a third number will be billed the appropriate Operator Assisted Service charge, plus the charge for Directory Assistance.

3.5.2 Rates

Maximum Rate

Per Call

Each Call

\$1.10

3.6 Directory Assistance Call Completion Service

3.6.1 General

Directory Assistance Call Completion Service provides a Customer calling Directory Assistance with the option of having the call completed to the requested number. A service message will inform the Customer that he may be connected to the requested number automatically for a specified additional charge. The charge for Directory Assistance Call Completion Service is as specified in Section 4.5, following.

Directory Assistance Call Completion Service is furnished only where facilities are available. Directory Assistance charges and normal usage charges apply in addition to a Directory Assistance Call Completion Service charge.

In situations where the calling number cannot be billed directly, the call will be completed automatically only as a Calling Card, Billed to Third Number or Collect call. The charge appropriate to the billing option used will apply in addition to the Directory Assistance Call Completion Service charge.

When a caller requests more than one number **from** Directory Assistance, Directory Assistance Call Completion Service is offered only for the last number requested.

3.6.2 Rates

Maximum Rate

Per Call

Each Call

\$1.10

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LOCAL EXCHANGE SERVICE

3. DESCRIPTION OF SERVICE

3.7 Directory Listings

3.7.1 General

The Company will arrange for the listing of the Customer's main billing number in the **directory(ies)** published by the dominant Local Exchange Carrier in the area at no additional charge. At the Customer's option the Company will arrange for additional listings at an additional charge, as **specified** in Section 4.6. In addition, any and all appropriate Service Charges as prescribed **in** Section 4.10 will apply.

3.7.2 Rates

Maximum
Monthly Rate

A. First Listing

\$1.50

B . Each Additional Listing

\$5.00

3.8 Private Branch Exchange (PBX) Service

3.8.1 General

A type of service providing an arrangement of switching equipment and stations for intercommunicating among the stations and for connections through the Company-provided local and long distance message telephone network to other Customers. Charges for PBX Service may be found in Section 4.7, following.

3.8.2 Rates

Maximum
Monthly Rate

A. PBX Access Line, Each

\$75.00

B. Per Line Hunting

\$10.00

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LOCAL EXCHANGE SERVICE

3.9 Direct Inward Dial (DID) Service

3.9.1 General

DID Service is an optional feature which can be purchased in conjunction with Company-provided PBX Trunks. DID service transmits the dialed digits for all incoming calls allowing the Customer's PBX to route incoming calls directly to individual stations corresponding to each individual DID number. Charges for DID capability and DID number blocks, as found in Section 4.8, apply in addition to charges specified for PBX Trunks. One additive charge applies for each DID-equipment PBX Trunk or channel. The Customer is required to purchase at least one DID number block for each DID-equipped trunk or trunk group, or DID-equipped channel or group. The Company reserves the right to limit the amount of DID numbers constituting a block of telephone numbers in a group. Blocks of number groups will be determined at the sole discretion of the Company's resources. In addition, the Company reserves the right to review vacant DID stations or stations not in use to determine **efficient** telephone number utilization. Should the Company determine, based on its own discretion, that there is inefficient number utilization, the Company may reassign the DID numbers. Any and all appropriate Service Charges as prescribed in Section 4.10 will also apply.

The Customer has no property rights to the telephone number or any other call number destination associated with DID service furnished by the Company, and no right to the continuance of service through any particular end office. The Company reserves the right to change such numbers, or the end office designation associated with such numbers, or both, assigned to the Customer, whenever the Company deems it necessary to do so in the conduct of its business.

3.9.2 Rates	Maximum Nonrecurring Charge	Maximum Monthly Rate
A. DID Trunk Termination, per Trunk	N/C	\$37.50
B. DID Service, per Trunk Group		
1. First block of 100 DID numbers assigned	\$252.20	\$270.20
a. Each additional block of 10 DID numbers assigned over the first block of 100 numbers	\$25.20	\$2.30
2. First block of 10 DID numbers assigned	\$184.90	\$40.70
a. Each additional block of 10 DID numbers assigned over the first block of 10 numbers	\$7.50	\$25.50

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LOCAL EXCHANGE SERVICE

3. DESCRIPTION OF SERVICE

3.10 Universal Emergency Telephone Number Service (9 11, E9 11)

3.10.1 General

Wherever feasible, the Company will provide a universal central **office** number 9 11 for the use of Public Safety Answering Points (**PSAP**) engaged in providing telecommunications services for a Public Agency engaged in protecting the safety and property of the general public. Use of the 9 11 number will provide the public with a means of simple and direct telephone access to such Public Safety Answering Points.

3.10.2 Terms and Conditions

- A. In providing this service, the Company will arrange to route 911 telephone calls **from** telephones with specified Area Code and central **office** designations to a Public Safety Answering Point specified by an appropriate Public Agency.
- B. This tariff does not provide for the inspection or constant monitoring of facilities to discover errors, defects, or **malfunctions** in the service nor does the Company undertake such responsibility.
- C. 911 information consisting of the names, addresses and telephone numbers of all telephone Customers is confidential. The Company will release such information via the Data Management System only after a 911 call has been received, on a call by call basis, only for the purpose of responding to an emergency call in progress.
- D. The 9 11 calling party, by dialing 9 11, waives the privacy afforded by non-listed and **non-**published service to the extent that the telephone number, name, and address associated with the originating station location are furnished to the Public Safety Answering Point.
- E. After the establishment of service, it is the Public Safety Agency's responsibility to continue to verify the accuracy of and to advise the Company of any changes as they occur in street names, establishment of new streets, changes in address **numbers** used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance or other appropriate agencies' jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities or any similar matter that may affect the routing of 9 11 calls to the proper Public Safety Answering Point.

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LOCAL EXCHANGE SERVICE

3. DESCRIPTION OF SERVICE

3.1 0 Universal Emergency Telephone Number Service (9 11, E9 11) (Cont'd)

3.10.2 Terms and Conditions (Cont'd)

- F. The Company assumes no liability for any infringement or invasion of any right of privacy of any person or persons caused, or claimed to be caused, directly or indirectly by the use of 9 11 Service. Under the terms of this tariff, the Public Safety Agency must agree, (except where the events, incidents, or eventualities set forth in this sentence are the result of the Company's gross negligence or willful misconduct), to release, indemnify, defend and hold harmless the Company **from** any and all losses or claims whatsoever, whether suffered, made, instituted, or asserted by the Public Safety Agency or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage, or destruction of any property, whether owned by the Customer or others.
- G. Under the terms of this **tariff**, the Public Safety Agency must also agree to release, indemnify, defend and hold harmless the Company for any infringement of invasion of the right of privacy of any persons, caused or claimed to have been caused, directly or indirectly by the installation, operation, **failure** to operate, maintenance, removal, presence, condition, occasion, or use of 911 Service features and the equipment associated therewith, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address, or name associated **with** the telephone used by the party or parties accessing 911 Service hereunder, and which arise out of the negligence or other wrongful act of the Public Safety Agency, its user, agencies or municipalities, or the employees or agents of any one of them, or which arise out of the negligence, other than gross negligence or **willful** misconduct, of the Company, its employees or agents.

3.10.3 Rates

No charge applies to the calling party for calls to the 9 11 emergency number.

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LOCAL EXCHANGE SERVICE

3. DESCRIPTION OF SERVICE

3.11 Public Telephone Access Service

Public Telephone Access Service provides the Customer with from a Customer's location to the public switched network. Any and all appropriate Service Charges as prescribed in Section 4.10 will apply. The monthly charge per line is as specified in Section 4.9.1, following.

3.11.1 Public Telephone Access Service Volume Discount

The Company will provide Customers who purchase multiple lines with a volume discount, as specified in Section 4.9.2.

3.11.2 Central Office Blocking with Operator Screening

Central Office Blocking with Operator Screening provides a choice of restrictions at the Customer's option. No additional charge will be assessed to the Customer for selection of these options.

A. Coin Telephones

Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line. Further, third number and collect calls to Public Telephone Access Service are not allowed. Provides central office blocking of 011+ and 101xXX-011+ calls.

B. Coinless Telephones

Provides central office blocking of 7-digit local, 976, 1+DDD, 1+900, 011+, and 101xXX-011+ calls. Provides screening information to the operator to prevent operator assisted sent-paid calls **from** being billed to the line. Further, third number and collect calls to Public Telephone Access Service are not allowed.

3.11.3 Rates

A. Rate Per Line

Maximum
Monthly Rate

\$70.00

B. Volume Discount

Number of Lines

Minimum
% Discount

1 - 100

00%

101+

00%

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LOCAL EXCHANGE SERVICE

3. DESCRIPTION OF SERVICE

3.12 Service Charges

3.12.1 General

The following Service Charges are nonrecurring charges that apply to the ordering, installing, moving, changing, rearranging or furnishing of telecommunication services or facilities. Rates for the following service charges may be found in Section 4.10.

- A. Access Line Connection Charge is a charge that applies to establishing an access line. The charge includes service ordering, central office work, and exchange access line work.
- B. Secondary Service Charge is a charge per Customer request for the receiving, recording, and processing of Customer requests to change services or add new or additional services.
- C. Line Change Charge is a charge that applies per line to miscellaneous Customer requested changes on existing service for, but not limited to, number changes and suspend/restore.
- D. Premises Work Charge is a nonrecurring charge based on the labor time and miscellaneous material required to perform Customer requested work such as rearranging the drop wire, protector and/or network interface.

3.12.2 Rates

	Maximum Charge <u>Per Order</u>
A. Access Line Connection Charge	
1. Initial Line	\$62.00
2. Each Additional Line	\$28.30
B. Secondary Service Charge	\$36.20
C. Line Change Charge	
1. Initial Line	\$3 1.00
2. Each Additional Line	\$16.70
D. Premises Work Charge	
1. Initial 15 Minutes	\$29.20
2. Each Additional 15 Minute Increment	\$17.00

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LOCAL EXCHANGE SERVICE

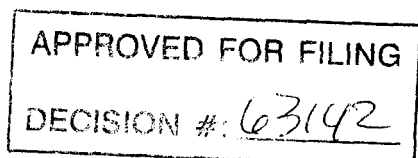
4. RATES AND **CHARGES**

4.1 Local Exchange Service

Monthly
Rate

4.1.1 Business Local Access Line

\$15.00



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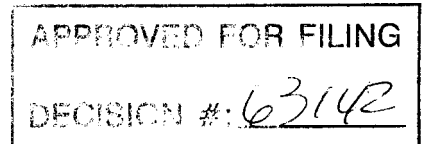
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LOCAL EXCHANGE SERVICE

4. RATES AND CHARGES**4.1** Local Exchange Service (Cont'd)

4.1.2 Optional Features for Business Service	Monthly <u>Rate</u>
A. Rate Per Access Line	
1. Anonymous Call Rejection	\$3.85
2. Automatic Busy Redial	\$3.00
3. Automatic Call Return	\$2.55
4. Call Block	\$2.55
5. Call Forwarding	\$7.45
6. Call Forwarding-Busy Line	\$2.55
7. Call Forwarding-No Answer	\$3.40
8. Call Forwarding-Busy /No Answer	\$4.70
9. Call Forwarding-Remote Access	\$6.60
10. Call Forwarding-Selective	\$3.00
11. Call Waiting	\$6.35
12. Caller ID	\$6.35
13. Caller ID with Name & Number	\$6.75
14. Caller ID Block	N/C
15. Priority Call	\$3.00
16. Speed Calling (8-Code)	\$2.55
17. Speed Calling (30-Code)	\$3.80
18. Three-Way Calling	\$3.40
19. Toll Restriction	\$3.00
B. Per Call Features	<u>Charge per Use</u>
1. Automatic Busy Redial	\$0.75
2. Automatic Call Return	\$0.75
3. Three-Way Calling	\$0.75
C. Call Trace, per Activation	\$2.00

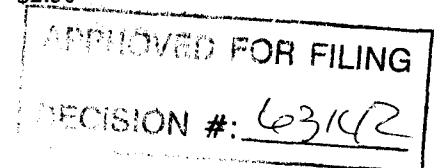
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LOCAL EXCHANGE SERVICE

4. RATES AND CHARGES

4.1	Local Exchange Service (Cont'd)	Monthly
4.1.3	The Total Works Package	<u>Rate</u>
	Rate per access line	\$25.00
4.1.4	Charge for Addition or Change of Features	<u>Nonrecurring Charge</u>
	Addition or change per line per order	\$11.00
4.2	Operator Assisted Service	Rate
4.2.1	Calling Card	<u>Per Call</u>
	A. Automated	\$0.40
	B. Non-Automated	\$0.75
4.2.2	Operator Station	\$1.10
4.2.3	Person-to-Person	\$2.70
4.3	Busy Line Verification and Interruption Set-vice	
4.3.1	Busy Line Verification, each request	\$1.50
4.3.2	Busy Line Interruption, each request	\$3.00
4.4	Directory Assistance Service	
	Each Call	\$0.40
4.5	Directory Assistance Call Completion Service	
	Each Completed Call	\$0.60
4.6	Directory Listings	Monthly
4.6.1	First Listing	<u>Rate</u>
4.6.2	Each Additional Listing	N/C
		\$2.50

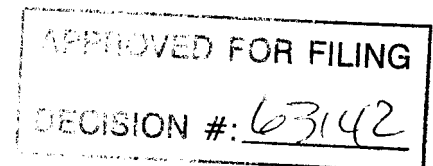
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LOCAL EXCHANGE SERVICE

4. RATES AND CHARGES

4.7	Private Branch Exchange (PBX) Service		Monthly <u>Rate</u>
4.7.1	PBX Access Line, Each		\$32.75
4.7.2	Per Line Hunting		\$3.00
4.8	Direct Inward Dial (DID) Service		
		Nonrecuning <u>Charge</u>	Monthly <u>Rate</u>
4.8.1	DID Trunk Termination, per Trunk	N/C	\$18.75
4.8.2	DID Service, per Trunk Group		
	A. First block of 100 DID numbers assigned	\$126.10	\$135.10
	1. Each additional block of 10 DID numbers assigned over the first block of 100 numbers	\$12.60	\$1.15
	B. First block of 10 DID numbers assigned	\$92.45	\$20.35
	1. Each additional block of 10 DID numbers assigned over the first block of 10 numbers	\$3.75	\$12.75
4.9	Public Telephone Access Service		
			Monthly <u>Rate</u>
4.9.1	Rate Per Line		\$31.50
4.9.2	Volume Discount		
	<u>Number of Lines</u>		<u>% Discount</u>
	1 – 100		15%
	101+		20%

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LOCAL EXCHANGE SERVICE

4. RATES AND CHARGES

4.10 Service Charges

	<u>Charge Per Order</u>
4.10.1 Access Line Connection Charge	
A. Initial Line	\$31.00
B. Each Additional Line	\$14.15
4.10.2 Secondary Service Charge	\$18.10
4.10.3 Line Change Charge	
A. Initial Line	\$15.50
B. Each Additional Line	\$8.35
4.10.4 Premises Work Charge	
A. Initial 15 Minutes	\$14.60
B. Each Additional 15 Minute Increment	\$8.50

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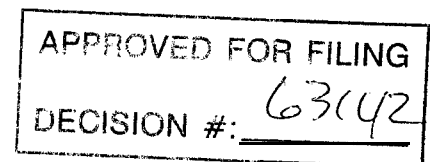
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LOCAL EXCHANGE SERVICE

5. SPECIAL SERVICE ARRANGEMENTS

5.1 Individual Case Basis (ICB) Arrangements

Arrangements will be developed on a case-by-case basis in response to a bona fide special request from a Customer or prospective Customer to develop a competitive bid for a service not generally available under this tariff. ICB rates will be offered to Customers in writing and on a non-discriminatory basis.



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